

AGN. NO. _____

MOTION BY SUPERVISOR MICHAEL D. ANTONOVICH

DECEMBER 20, 2011

ENHANCING OPEN COMMUNICATION WITH DCFS

The Department of Children and Family Services (DCFS) is charged with the mandate of child protection and the public duty to investigate, assess and intervene on behalf of children when abuse and neglect impacts the life of a child. The Department's involvement in the lives of children and their families requires open communication, transparency and a commitment to receive input and feedback from all involved children, parents, family members, community stakeholders and interested parties. Effective information-gathering culminating in the best casework decisions forms the basis of the Department's work. Accessible communication facilitates mutual understanding and increases collaboration by and between the Department and families regarding services and/or treatment resources necessary to protect children and strengthen families.

In this modern age of technology, the importance of utilizing all avenues of communication is not only an expectation but a standard practice to be exercised by employees of the Department of Children and Family Services in furtherance of their charge to serve their clients, community partners and all Los Angeles County residents committed to improving and preserving the safety and well-being of children under the Department's care and supervision.

- MORE -

MOTION

MOLINA _____

RIDLEY-THOMAS _____

KNABE _____

ANTONOVICH _____

YAROSLAVSKY _____

I, THEREFORE, MOVE that the Los Angeles County Board of Supervisors directs the Interim Director of the Department of Children and Family Services to report back in 14 days on initial steps taken to promote, welcome, facilitate and increase open communication between the Department and the public by ensuring that:

1. the business cards of all DCFS employees include their full work address, work phone number and work email address; and
2. the voicemail connected to the work phone number on the business card is properly and timely messaged with an alternate, working phone number when the DCFS employee is on vacation or otherwise absent for an extended period of time.

#

MDA:hbh

s:\motions\Enhancing Open Communication with DCFS